

321GoProject Gym Software Survey – User Feedback

Software company you currently use.	# of survey participants	Have you used any other gym software in the past? If yes, which one/s?
BoxHQ	8	MindBody - 1 Zen Planner - 3 No - 4
Chalk Bucket Labs	1	WodHopper - 1
Front Desk	18	BoxHQ - 1 MindBody - 5 Push Press - 1 Zen Planner - 4 Wodify - 1 No - 6
MindBody	18	Wodify - 3 Front Desk - 2 Zen Planner - 5 Other - 1 No - 9
Push Press	3	BoxHQ - 1 MindBody - 1 Zen Planner - 1
Rhino Fit	1	No - 1
Rock Gym Pro	1	No - 1
RxGymSoftware	2	Zen Planner - 1 No - 1
WodHopper	1	MindBody - 1
Wodify	58	Beyond The White Board - 2 ChalkBucket Labs - 1 MindBody - 15 WodHopper - 1

		WODTogether - 2 Zen Planner - 19 Other - 2 No - 23
WODTogether	6	BoxHQ - 1 Front Desk - 1 MindBody - 2 Zen Planner - 1 No - 1
Zen Planner	32	Champions Way - 2 Front Desk - 2 MindBody - 6 RxGymSoftware - 1 Wodify - 3 Other - 1 No - 19

Why Did You Choose Your Current Software?

BoxHQ	<ul style="list-style-type: none"> • Ease of use; Simple; Proven through other quality gyms; Developed for gyms. • Ability to manage all different types of memberships; Handles all deposits into bank account; Notifies admin of check-ins without membership; Able to set up and manage groups so that we know when athletes are coming off of their OnRamp Month and need to be moved to membership; Check-in kiosk that also allows store sales; Ability to feed schedule directly into website • It was the established software when I bought gym in Jan 2015. • Recommendation • CFNE was using it. • Features; Cost. • Personally know the owner of The Box HQ and wanted to support him and help him develop a good membership platform. • ZP seemed outdated at the time. BoxHQ was just getting rolling, but I trusted that Ben Bergeron would help the company become what affiliates wanted.
Chalk Bucket Labs (CBL)	<ul style="list-style-type: none"> • We were one of their first customers and we chose them because they were creating their software based on the needs of box owners and we knew them personally.

<p>Front Desk (FD)</p>	<ul style="list-style-type: none"> • Cheap; Easy; Endorsement from Robb Wolf; I like the idea of supporting a young & fast moving software company; Disliked the "old bones" in ZP & MB. • We switched to FD because it was specifically designed for CrossFit; MB was good but it had too many options that we did not need or use. We used MB for 4 years and then switched to FD. • Much more user friendly than MB. • Suggested by mentor in a mentoring session. • Ease of use/set up; Price; Can run business from phone. • Recommended by a colleague; Very inexpensive; Easy to use. • Affordable; Flexible; Kiosk for sign-in and waivers. • Guidance from mentor; Looking for a better client based interaction than my experience which ZP and MB did NOT provide. • Value was there; Price was right; Also Nikki V. • Athlete check in; Batching of purchases to avoid per charge fees; Ability to do registration and scoring was huge as we host multiple competitions. • All of the things that MB was lacking, FD seemed to have. • Initially because Nicki Violetti is a part of FD...I had been following her business blog long before I opened my gym. I originally started with MB because, again, she had recommended it. Second because FD was a lot more affordable and seemed way more user friendly. • Met them through Reebok. • I wanted stricter control over staff reports and access to data; I also figured since FD was created by Nicki Violetti it would have great features for CrossFit Affiliates. • Ease of use for both client and staff. • Member management; Auto billing; Ability to keep track of workout and lifting history; Liked the interface and report functions. • Price; It had most of the features we needed. • Ease of use; Back end systems; Scalability. FD has only gotten better and more intuitive since its beginning.
<p>MindBody (MB)</p>	<ul style="list-style-type: none"> • First choice back in 2009. I'm still not sure about all of the capabilities. I chose them because I needed a way to know who was coming and when. Back then I only was aware of MB and ZP. I liked the user interface with MB. • They were one of the few options when we started this business. • I was a trainer and needed apt booking. It was only 30/mo at the time for me with unlimited clients. • Did market research on many of the software available. MB seemed to be the only one that fit our needs as a gym (all-in-one software, backend reports, scheduling for both classes and personal training, retail, client login app). • We started using them in August 2011 when there weren't many options. Also, I knew of a handful of other affiliate owners using MB and they had good things to say. That's what made our decision.

	<ul style="list-style-type: none"> • Familiarity, features and stellar customer service. We used them for 4+ years, switched to Wodify for about 8 months. The Wodify switch was one of the worst decisions we have made to date. Terrible customer service. We really wanted to support a grass roots organization like Wodify, and that's one of the main reasons we went with them, but after awhile it was negatively effecting our business too much. We went back to MB along with adding BTWB for tracking and haven't looked back. BTWB is GREAT for tracking! • When we opened in 2010, MB was really the only software we were aware of. • It offers more functionality than others, which we needed for our growing company...especially adding a second location. • When we opened 6 years ago it was them and ZP, so we checked out both and felt MB was a better fit. • They have lots of great features in their software; Credit card processing was priced right. • They called us and gave us a tour; And I knew a lot of other CrossFit gyms were using them. • When we opened in 2011 the options were pretty lean. WodHopper was still in beta testing and I wasn't prepared to be a guinea pig. I wasn't a fan of ZP. I have a friend who uses MB for his personal training business and likes it very much. While it is a rather large software, it tailors very well to become small. • Simple to use; Stable platform • Included group training reservations and personal training options • Scheduling capabilities; Reports • There was only ZP and MB out at the time. Went with MB because the interface was more comprehensive. • It was one of very few available in 2007. Very hard to change.
Push Press	<ul style="list-style-type: none"> • Simplicity; Amazing customer service. • Owner is a local guy. • User interface is clean and simple; Just wanted somewhere for members to register for classes.
Rhino Fit	<ul style="list-style-type: none"> • I knew the owner of the company. He gave me a great price in exchange for trying it and promised to implement any suggestions I had for the software.
Rock Gym Pro	<ul style="list-style-type: none"> • It was free when we opened.
RxGymSoftware	<ul style="list-style-type: none"> • Pricing; Features offered • It was less expensive
WodHopper	<ul style="list-style-type: none"> • iPad registration to get rid of all paper forms; Ability to get rid of SocialWod and track workouts with one system.
Wodify	<ul style="list-style-type: none"> • Recommendation of other box owners (5 said this) • Seemed like the best all-in-one software solution (10) • Workout/athlete tracking system (8) • Billing capabilities (3) • Compatibility with running a CrossFit Box • Because for one, CBL is terrible; they lost us revenue through COUNTLESS glitches; Wodify had a bunch of good

- reviews, and I was impressed with their set-up and professionalism!
- It was the new hotness when we opened our box. I had seen it at a few boxes and wanted ANYTHING that was not MB.
 - I liked the vision that Wodify had and MB was not delivering what I needed in my business and thought would deliver the most value, which is workout recording.
 - For easier customer interaction; Purchases online.
 - Purchased another gym that had it, the equipment was included in the purchase and their members loved Wodify.
 - When I was opening my affiliate it had everything that I needed in one system. It made life easy to program WODS, billing, retail, integrated into mail chimp all in one system.
 - It seemed to be built with CF gyms in mind; I like the way it feels with leads, client log-ins, tracking, SMS features, etc. Mostly, my GM liked it, and he's the one who will be using it day-to-day
 - Was looking for a way for members to easily track results and a way for me to easily see their history, as well as track attendance, and process payments.
 - Liked it the best from the others I had looked at and highly recommended from other box owner.
 - I heard about it in a business podcast
 - When I came into the job, the software was already loaded and provided.
 - We spoke to several gym software companies prior to opening our box in 2013- Wodify offered the best options.
 - Aside from all the business side of the software (billing, waivers, sign in and reserve class, etc.) we love that we can track every single weight and WOD time that our members lift which gives us a great way to show people (especially the members that don't care about tracking their own progress) that they are getting better every week. Also, it creates a great box atmosphere to have everyone liking and commenting on each others scores.
 - We had seen it at a couple gyms and really liked the in-class features such as the whiteboard and member check in kiosk. The interface just seemed easy. Things as simple as having drop ins sign an electronic waiver seemed like monumental tasks in ZP, but it was right there up front in Wodify. Something as simple as emailing all active members took detailed step-by-step instructions in ZP but it was as simple as checking a box in Wodify. After moving to a nicer new facility and really pushing towards an external professional look, Wodify seemed like the right fit.
 - Workout/Nutrition tracking; "Social media" feel for the members to like and comment on daily performance; All of the front end features for the members and billing streamlined into the same program; The two visual displays also make the gym look nicer than without them; We have a nice retail area and Wodify ties it all together.
 - Number of reasons... To be able to display the WOD; To be able to track; To utilize something less complicated than MB.
 - For the workout result tracking to show members progress, to have a check in station.
 - Social Interaction; Leaderboard; Performance Tracking; Attendance Tracking
 - Our members weren't tracking their weights/workouts in their journals, and it was very frustrating when we would do percentage strength work and they had no clue what to base that off of. After months on end reminding people to journal, we were over it. I also didn't like MB. I found it annoying and frustrating to use.

	<ul style="list-style-type: none"> • Initially, Wodify seemed like a fantastic feature to offer our members. When we first opened, I believe they were the only ones offering a really solid workout tracker. • Best package and features and user friendly. • We wanted to: Create a cutting edge appearance to set our gym apart from others in the area; Create a sense of community while tracking workouts and lifts; Simplify our accounting and streamline our billing process; Track retention, conversion and turnover rates; Create drip marketing program; Utilize automated reports for marketing and promotions (PR's, weight loss, gains etc.). • Visuals; Ease of implementation; Social Media tie in (now that has changed though); Accessibility of the staff and owner • Wodify seemed to cover all the areas we were concerned about: Automated monthly billing; Retail sales and inventory; Scheduling; Income tracking; Collected tax reporting; Member tracking (how often they come etc.); WOD and numbers tracking for the members themselves. • Ease of use; Accounting Integration; All in one - WODs, accounting, point of sale, athlete tracking. • Ability to have capable tracking system for athletes. We've found that having hard, concrete data was an easy way to increase retention as they could look back and truly see progress very easily. The interaction between the athletes, the app's usefulness for the athletes, and "forced" attendance was good too. • We started with ZP because it was recommended to us. We also used BTWB to track WODs and provided that to our athletes as part of the membership. And Square was our platform for retail sales. So, with three platforms I was looking for a way to simplify the admin overhead and provide value to our athletes. Wodify approached us and the demo seemed to meet a lot of our needs with other desired features, e.g. private training, 'right around the corner'. • Better Athlete experience; App available; Ease of WOD tracking for athletes. • We switched to Wodify for the member/client engagement and how its brings a sense of community to the gym. We also wanted a solid workout tracking program for our members. • Awesome for reporting; Great on the member/results side. • Heard it was the best the ACH option (automatic handling of pay per bank) • User friendly for clients and managers - at the time was one of the only ones that offered an all in one solution for gym management and athlete performance tracking • The client user experience; All in one system; Ease of use; Mobile app; POS; Wow factor. • Cool factor, electronic waivers, good website integration, online tracking, back end athlete/coach tracking and food journal.
<p>WODTogether (WT)</p>	<ul style="list-style-type: none"> • I liked the presentation of WT and the ease of use. BoxHQ was confusing. • It is optimized for CrossFit boxes at a really reasonable cost. • Price, availability, then functionality. • Offered more options and personal support than ZP.

	<ul style="list-style-type: none"> • When I switched it was all about price...was paying for MB and BTWB. WT was free for gym owners at the time... since then they have started charging \$75/month. • WOD tracking and less cumbersome back end financial reporting. financial and payment processing fees were substantially lower as well.
<p>Zen Planner (ZP)</p>	<ul style="list-style-type: none"> • What I was used to from previous gym, and I couldn't see the benefit of switching to another software. • It came recommended (and there were only 2 options at the time). • At the time (2011) it was either ZP or MB. I read somewhere (probably the CF Forums) that MB had a ton of features but as such was complex to use. ZP was the more "user-friendly" choice and was good at the basics. Having used my fair share of programming languages in school and the pros and cons of complexity, I opted for simpler one. • Best suited for my needs easy to use, accessible help anytime. Compatible with Gateways available in Puerto Rico. • It seemed like the best fit at the time (5-6 years ago). MB seemed too complicated. • In Feb of 2010 it was the only thing out there we were aware of. • ZP provides an all-in-one solution from member management, payment automation, online waivers and workout tracking. • The gym I came from used it. • I was used to ZP from where I worked before. I couldn't justify relearning another software, based on the feedback I had gotten from users of other options. • Originally, it was recommended by business mentor. • It was much more applicable to the business than Champions Way (which is very martial arts school related), and we got a discount through our mentoring program. • Price, automations • Ease of use. Simplicity of interface. • Ease of use. • It was referred to me when I was in mentoring program. • Reporting Features; Ease of Use; Excellent membership communication system. • We choose it at the time because I was told they had excellent customer service, which I am inclined to agree on that. The other reason is that it was very moldable around anything that we may run into with running our gym. • Good automation; Online scheduling; Great calendar; Low price • Basically, there was only ZP and MB 6 years ago. After a little research ZP seemed like the best choice. • Recommended and, based on reviews, seemed to be most thorough option at the time. • It was well received and purported "easy to use" on the CF Affiliates FB page, I was assured by the company that the On Boarding sessions would completely train all the staff on the "very easy to use" software. Price was comparable to others we considered • Can't remember exactly but saw a demo from them.

	<ul style="list-style-type: none"> • The back end was very user friendly for the non-tech guy that I am. I test drove MB & another one that I forget; both of them seemed to be a bit too involving for the basics to be accomplished. ZP is great because of the depth it has but it makes the easy stuff just that; easy. • In 2010 the two choices were ZP and MB. MB seemed pieced together and setup required help from a MB assistant. I choice ZP because it didn't seem like bloated software and have used it ever since. • One of the main ones at the time of implementation • Suggestion from local box owner • At the time of our opening the big 2 seemed to be ZP and MB. A nearby gym I respected was using ZP. • Has all features we need, competitive pricing and constant updates. Really great customer service. • Recommendation from the owner of a program that I wanted to emulate. Ease of use, automation, good customer service, constantly testing and developing new tools for the future • Better client data tracking • MB sucked... ZP was the only real option at the time we switched.
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Do You Feel That Your Choice Was a Good Decision? Why or Why Not?

<p>BoxHQ</p>	<ul style="list-style-type: none"> • Sometimes. Other times not. System is slow and clunky. Sometimes the server kicks me off which becomes frustrating when time is limited. For hosting comps it's relatively easy to use and has a nice live leaderboard feature. Other features we don't use that much. Working with our accountant now to double check reports, etc. because some of them are confusing. Support is mediocre. Sometimes they reply but I have been not replied to a few times. Definitely not a "die hard" user. • Yes, it does what I need it too. • Yes, over all performance is good; Have had some issues with membership payments but has been handled in a timely manner by BoxHQ staff. • Yes, it has worked well for us...the members like the interface; WOD tracking; and ability to charge retail items to their monthly invoice • It's good as BoxHQ offers billing, reports and email. • No, we have had real trouble getting payments from them. There was no consistency in the cash from from BoxHQ. For several months, we were several thousand dollars behind. We had to keep asking for our money and verifying the accounts. We are switching to Zen Planner. • 50/50, there are some nice things about it, but they seem standard across all membership software platforms. There are things that we request that they implement quickly which is nice however there are many things that still need to be added, changed and done to make the system robust and complete. • Yes, quick reply's on emails and they are constantly improving. Only complaint is that when we run competitions
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	<p>through it, it will add the people registered for the competition to our check in list and it can double up peoples names if they are already members.</p>
Chalk Bucket Labs (CBL)	<ul style="list-style-type: none"> • No, the ramp up process for CBL has been a long and tedious process Our members are NOT in the habit of using the product making it impossible for us to track their progress, attendance or use any of the other features offered by their system. When I first started in CrossFit we used WodHopper and it was great! If the latest update from CBL does not address some of our issues we will most likely switch to WodHopper.
Front Desk (FD)	<ul style="list-style-type: none"> • I feel it was an okay decision. Things run fine. I wish they developed new features a little faster. I have had very little downtime. • Yes! In a nutshell, it's just simpler to use. • Yes, we love FD • Yes, it's a great system and keeps getting better. • Awesome for management of gym They have added train heroic so now we have online athlete tracking • Yes absolutely. We don't use WOD or performance tracking. May be looking at something with integrated CRM in the future. • Yes. Excellent for member management, scheduling and integrates well with website. Needs work on its retail store and inventory tracking. • By and large yes. Because of the more robust online member profiles and coach's ability to add notes. • We do like Front Desk. The one thing I wish I had was workout tracking software. • At first, yes. I felt this was a good choice and I was happy but had some issues with the payments coming to me from credit cards were scattered. Some would be every week then others every other week. Then this summer they did a credit card processor switch and this became a mess. After the switch my billing was correct but the payments coming to me were not only scattered but short. Between May 20 and July 20 I was shorted just over \$4,000. If it had been fixed right away I could have forgiven it but this took me 2 months to get right. I could not forgive that and I lost all trust in the system so I am moving to Front Desk, I am in the process of migrating over now. • Yes, however; even though it was easier on the business side it was not as friendly for our members. The difficulties for the members led them to sign up less and made tracking attendance harder. • Yes. FD is very easy to use and a lot less stressful. The set up was very easy too. With MB they make you schedule telephone calls which very long and annoying because you can't visualize. With FD Nicki was on the phone with me and had me remote on to her computer so I could see exactly how SHE was setting up MY account. Essentially she did all of the work and I took notes. • Yes, great customer service • So far, I'm happy with the ease of use. There are some specific features I wished it had. The price point is good for small affiliates (we have 50 members.)

	<ul style="list-style-type: none"> • Yes Front Desk is much easier to manage • I think so. I think there is still a lot that we don't do with it and could but overall it seems to work pretty well. I would be interested in other options too though. • Yes for the most part, but the fees are hard to stomach. It's expensive and every month I get frustrated at how much it is costing me. • I am very happy with FD; they do everything well; they also scale up well too. They do not over promise and under deliver. They add small bite size improvements that are seamlessly integrated into their software framework. Their latest integration is with Train Heroic(TH). TH is a new workout tracking software that is going through a couple of growing pains. I have high hopes for them, though. However, I will continue to use Wodify for WOD tracking services. I am a FD member for life.
<p>MindBody (MB)</p>	<ul style="list-style-type: none"> • Yes, I was considering Wodify but now with recent feedback on the lackluster backend I will stick with MB. • Yes, the software is hard to learn but once you get an idea of how to use it, it seems to work well. • Yes, it did what I needed and auto-pay system was great. • Yes, absolutely. After the learning curve of MBO, it has run seamlessly within our gym. • Overall yes. Their customer service and tech support has been top-notch, always walking us through step-by-step whatever our question/problem was. Also, their reporting is pretty robust; I think I can find a statistic to answer whatever question I might have regarding the "numbers" of our business. • Yes. • I think it's still the best among poor options. • Yes, we thought at times the grass was greener but when researching other companies, they simply didn't have the capabilities MB does. ZP was the only thing close and the customizable automated emails got us to attempt a switch a few years ago. We spent a full year paying for both companies before realizing the things MB offered were far more important. ZP had some shiny things that caused us to stray for a moment. But once we used or attempted to use it for a bit, it was far inferior on important things like payroll, appointment booking, payment processing and 24-hour customer service. As far as I know MB is still the winner for those things hands down and they're still pretty affordable. • Yes, during a stint in 2013, we thought the grass might be greener with ZP and we were not impressed. While it might not be as new and shiny, MB has far more capabilities than anything else I'm aware of currently. • We are barely 2 months into using MB... haven't decided if it's good or bad yet. • At the time it was a good decision. Now I'm not sure, but it's serving its purpose. • Yes, though if I had had the time I would have tried out a few. • Yes, it's a powerful tool, although a little complicated to learn. I'm still not 100% comfortable with it after almost two years. • At the time, yes. I do still like it, but I now like the companies who have catered to CF affiliates in their design. However, MB is very quick to respond to updates to keep their clients current and happy.

	<ul style="list-style-type: none"> • Yes, that it is stable; however, lacking key features. • No, we're having a lot of problems with auto-pay options • So far pleased about switch from ZP. Still learning full capabilities. • I do like it better than ZP - easier to navigate. I don't take full advantage of all of the features it has to offer.
Push Press	<ul style="list-style-type: none"> • Yes, the software runs crazy smooth and its simple. When ever we have an issue I get a response from tech support within an hour or so. • I got in on beta testing for free. I only have 25 members and Push Press is growing as I grow. • So far, so good.
Rhino Fit	<ul style="list-style-type: none"> • I'm confident that better software exists but for the most part, Rhino does what I need it to do.
Rock Gym Pro	<ul style="list-style-type: none"> • Yes, it's worked for us for almost 6 years, with minimal headaches.
RxGymSoftware	<ul style="list-style-type: none"> • Yes, price capped/grandfathered. Price includes all our needs, including website/blog. • Yes, while we do not have all the bells and whistles we had before, it meets our needs and the price difference was substantial
WodHopper	<ul style="list-style-type: none"> • Yes, easy to use and automate new member process. I can run everything remotely from my own iPad.
Wodify	<ul style="list-style-type: none"> • Yes, it does everything we need it to (2). • One of the best decisions I made for the box (2). • So far, yes (2) • For the most part, yes, but their POS credit card partner is a little expensive. Some of their growing pains we have had to endure. • Absolutely, great back office and awesome support. • Absolutely, Wodify is great with our system. Billing sending info to members and merchandise sales are a breeze. MB was terrible in comparison (2 years ago). • Yes, if the vision gets delivered on; No, if they can't sort out their platform architecture issues. • So so. Great for programs that renew each month, but now that we are plugging in products that are one time purchases I'm realizing it is leaving more to be desired. • Yes, much better client experience than with MB. It still has trouble and more limitations for the back end than MB. The the kiosk has upgraded our image (people are impressed when they walk in) and it also saves my coaches from time at the whiteboard at the end of class. • Yes, I am over 1 year in and continue to read about problems others have had, but Wodify has done everything I have needed so far. It has its limitations, but everything does. Unlike other software providers they run a gym and know first hand what can make life of a gym owner easier. I budgeted from day one \$1.75 from every membership to pay for Wodify. • Eh...It's hard to say. There's no one system that seems to be head and shoulders above the rest. • Yes, Wodify was definitely designed for the athletes. Every single one of my members loves it.

- Yes, much better decision. Saving about \$150 per month.
- Yes, for the client experience. No, for back office management.
- Yes, I love it. It's not perfect but I have never found a program that is.
- Yes. it has helped me a lot with almost the entire running of my gym and they are constantly improving and enhancing their software through their customers' ideas and needs.
- I do think that Wodify is a great system. There are flaws in it but when I let Wodify know, they often have a solution or let me know they are working on one. I do like Wodify's simplicity and customer service.
- I'm neutral. The things we thought we really wanted were there - it looks great, it's nice not having to write the workout on the board every morning, people are way more consistent with checking in and recording scores in Wodify, we have another TV on the other side of the room that we cast a copy of the workout screen to so everyone has good visibility. There were, naturally, things we didn't know we'd miss that we miss: PT or online scheduling of intro sessions. Limiting the number of people who can register for an event/seminar. We're setting up a welcome series of emails to new members only to find out they don't have the automated email flexibility that ZP does.
- Yes, over the past two years, we've looked at other systems, but have yet to find another that has all the features we need in one system.
- Yes, it consolidated things and members were happy, but we lost some capability I wish we still had.
- Yes, billing and membership management is streamlined. Performance tracking and social aspects are great for clients.
- Absolutely, we've been affiliated for 5 years, started with ZP, while it was functional for billing and attendance it was glitchy and didn't have an appealing look to it. MB was great for similar features to ZP but the back end was a little more complicated than needed for a single location operation. The only drawback to Wodify is the cost, for 200 members it's about triple the cost of MB but the social interaction it provides for the membership makes it worth it.
- In a way yes, but it needs work; is simple to manage, the rest needs work.
- Yes, the only complaint is the reporting aspect.
- Yes, I saw an increase in workout tracking and accountability as well as positive interaction between members who frequent different classes.
- Yes, for our member tracking and members workout tracking. It's easier than ever to find percentages and look back on what they did last time and running attendance reports is super easy.
- The change has been fantastic. Good member management. Great WOD tracking for members.
- Yes, not having to integrate different tools is a huge time saver. There's less to document and less to go wrong.
- In retrospect, Wodify was a poor choice. I have had issues from day one with functionality and their willingness to add features was low. Every issue I had I was told the were working on something better but would never have info on when it would be available and I have yet to see any of these upgrades put into place. I stopped contacting their support because it felt as if they would just tell me they're fixing something and never actually do it.
- I believe it works. They all leave something to be desired.

- Yes and No. Based on what I read about other software, there does not seem to be one that's leading the charge on a perfect system. There seems to be shortcomings with all of them.
- Yes and No. We have liked the front end interaction with our clients; It is athletes friendly; We have NOT liked the backend - the reports are excessive and lacking (not owner friendly); Customer service is some of the WORST I have ever experienced; They over promise and under deliver; A lot of fluff - without a lot of substance; It's like none of them now what a business owner needs - so they just keep throwing out new features and reports with no specific end goal. For example: 'I want to show a client how their attendance declined over the last 3 months, and also show them how their PR's also declined. I plan to do this to encourage this member to reactivate their attendance. - no report for this. BUUUUT there are reports similar, just not easily accessible. I would have to track the numbers myself and create the report for this member. But I could track the whole gym's attendance. So I can see if attendance is up or down... but no usable data to actually create change on an athlete to athlete basis." Just one example.
- No, the back end functions are not what I want them to be. Off the top of my head: No separate way to do PT; As an admin I can't put a member in a class even though they have exceeded their membership class limit for the week. There are a lot of additional things that I should be able to override as the admin; Can't manage the platform as an admin from my mobile app. Have to switch to desktop view on phone, which is a pain in the you know what; Reporting is cumbersome and horrible; No way to schedule and personalize automated emails. Should all be integrated in Wodify for certain triggering events, and I should be able to edit the triggering events; Should be able to have programs that only members assigned to those programs can see. In other words, if you have a comp team, only members assigned to the comp team can view; Should not be forced to use Barbell Shrugged Demo videos. Should be able to have my own videos uploaded; Should be able to completely customize WOD entry. Default templates are cumbersome (and I don't like that all of the Benchmarks are guy weights when we know the scales for the ladies, and 50% of the CrossFit pop. are ladies); Quick and easy way to build an athlete performance report with graphs, etc., that can be printed out for the athlete; Should have a calendar that integrates across all platforms; Inability to post to a Facebook Athlete Page; Basically I want my software to be my one stop shop. No need for me to use a separate calendar, Hootsuite, etc.; Excessive amount of time it takes to get on the website during peak times, and also the frequent downtimes.
- Sometimes. The system has been slow a lot lately and it costs a lot. There are some reporting options that I would change as well on the business side of things. The ease for members is a plus. They all enjoy it.
- Yes, I don't think Wodify is perfect by any means, but I think it is the all around best software. Although, the high price has had me on the edge of leaving several times.
- Yes, there isn't another option that I'm aware of that offers everything in one.
- We enjoy the features and ease of use but the maintenance and upgrades sometimes cause the software to run slow or not at all.
- Yes, it seems to be working well. I don't like how expensive it is though. Especially being a Canadian box, and the current exchange rate is crazy. Our costs have increased due to this service being billed in US funds....

- I'm on the fence. I feel like Wodify could be a great product. It has great bones, but it doesn't work well with PT clients. It has some major flaws like server down time. But it is great for accounting and athlete tracking, keeping track of scores and contacts.
- Eh...that's a hard choice. Anytime people ask "what do you think about WODIFY" I always answer the same way - I think it's a great tool for the athletes in terms of tracking. However, as an owner, I think it's terrible. And the more in-depth I find myself getting as my business evolves, the less capable I find that the software truly is. I'll say this - switching from one software to another was enough of a nightmare that I'll stick it out with WODIFY until there's a better, all-inclusive solution.
- Good decision? Maybe, certainly not a great decision. There have been stability issues and nearly a year later we still don't have personal training. The WOD tracking is OK, but certainly not a sophisticated and BTWB, but I really don't expect that from an all-in-one vendor. I do expect reliability and a true development schedule which hasn't always been the case.
- NO, although it does a great job of tracking WODs and giving athletes an in depth experience with their progress, it does lack on the administrative end compared to our previous software.
- Their WOD tracking is still the best from what I have seen. Everything else kind of sucks and although they keep promising improvements, they never seem to materialize.
- Somewhat, performance tracking and user (athlete) experience good but back end user (admin) is limited
- It has its positives and negatives. We knew going into it that it was going to be more expensive, but honestly I'm not sure if it's worth its cost. They seem to be continually upgrading and improving, but I've heard that other systems are catching up. It was a good decision as far as the members are concerned, but it has its flaws on the back end.
- Yes, we've had some other companies reach out with cheaper pricing and we might look at them, but we are pretty happy with it so far. We've seen our members become more engaged in their results over the last year.
- I feel like it's been okay. I guess I probably would've stayed with ZP and not gone with Wodify if I had realized it would take so long for Wodify to upgrade to a newer platform. They've had many challenges with upgrading to a new platform that it's effected my athletes experience which is huge and not good.
- We are currently not happy with Wodify because of the high price and the many bugs and problems we are finding with them; ZP had less bugs, but did not have the tracking software.
- Yes, at the time it was a good decision and fit the usage we had. We never opted in the ACH because of the huge fees... Now we are missing the scheduling option (for PTs for example).
- Yes, it does pretty much everything i want it to do.
- Yes, if one uses Wodify to the max extent possible then it works great. We put all the programs in, run all classes, use the email feature, track progress, POS feature, wavier, and for WOD posting.
- Yes, Wodify's platform is a great set up. Very easy to navigate; I wish they had a 4/9 module built into payroll.
- Yes, with both of the systems we use - ZP was easy and cheap to start, Wodify has been great for tracking athletes and payments

<p>WODTogether (WT)</p>	<ul style="list-style-type: none"> • Still need more time to work with it. My new Business/gym is not open yet. BoxHQ was the system I use at my last gym and it was terrible. They were late on transferring money to our account multiple times. • Yes, they have constantly improved the system. • Yes, it has lots of features that we use everyday. • Yes, this was designed from the ground up for CrossFit. ZP has been adapted to CrossFit. Personnel at WT are very quick to address problems and issues personally. • At the time it was because I wanted an all in one system and MB didn't have workout tracking. If I could do it again, I would've stayed with MB and BTWB • In most ways, yes. WT is still transitioning to the new and improved 2.0 version, which is still in beta. With that being said, some of their boasted feature aren't working at this time, so it's a bit frustrating to have to hop back and forth between the old and the new systems. If issues and updates aren't completed by end of year, we will be looking for a new software/system.
<p>Zen Planner (ZP)</p>	<ul style="list-style-type: none"> • Yes, ZP does everything I need it to do and at a reasonable price. • For the most part, yes. Every software has its pros and cons, I feel the pros outweigh the cons. • So far, so good... mostly. We have actually only recently started using more of the interesting features of ZP (automations mostly), so I'm glad I chose it as a starting point. However, since starting I have become more aware of things other software can do better, such as integration. It is kind of annoying that I still have to go to the merchant processor backend to issue refunds, and we still use EchoSign for waivers because the embedded one they recently added on is clunky. Their WOD tracking leaves much to be desired as well considering what is available out there now. But the basics are still done quite well in ZP, and I see that even some bigger, established gyms are still using it, so at this point I'm confident it can stand the test of time. Also, inertia lends itself to staying with what we got if it's working well enough, since I don't really want to learn a new interface, and I realllly wouldn't want to go through training others in it again. • Yes, very user friendly, even for members. • We like ZP. I don't think anything would be perfect, but it's got a good back end. It could be better on the front end (workout tracking, look, etc.) • ZP has been a good choice for me. I'm able to do the things that I need to do. • Yes, it makes tracking my business, clients easy. • Yes, I like ZP's functionality and customer service. • Yes, happy with ZP. They have top level support, it is very robust, and it has a lot of capabilities i.e., event scheduling, custom reporting, detail reporting, etc. • Yes, ZP provides amazing support and they really get what our business is about. With the custom reporting we can find the data we want and track the data we want to track. If there's anything we can't figure out, ZP Support is always there to help us find a way. • So far it hasn't been bad. However, it is a bit cumbersome and does a lot of stuff I don't need.

- I was told an app would be in the beginning of 2015 to make it easier to work on a phone or tablet; So far, no app; There's gotta be something better out there that isn't so expensive.
- Yes, the price is reasonable. I can get the reports I need and can check members in easily.
- Yes, but do find it expensive; Seems easy to use but I do not take full advantage of all it has to offer.
- At the time yes, but it seems like some of the new products have a better look to them and may be more user friendly.
- Yes (2).
- I think to start out it was a good thing. Over time it seemed that our cost was going up and that the bills were not very transparent to what we were being charged.
- Yes. It does what I need it to do for a fair price.
- So far, I do; I feel they are improving and I continue to hear issues about Wodify (my other option).
- No, I now call it "Not so Zen Planner". After about 3 weeks I completely removed myself from the process as I am not patient nor good with technology. I have 2 staff members that are. They were pulling their hair out. It was a long arduous process and the on boarding sessions merely tapped the surface. It's taken 7 months to get the waivers squared away and we are still working kinks out. It is not user friendly at all and support is available but not 24/7; you usually need to send an email or leave a voicemail and they get back with you within 48 hours; because of the difficulty in figuring out how to use we are still not getting the benefits out of it we desired.
- No, too many opportunities for errors in the system.
- Yes, we've had it for a long time and have had 0 problems and their customer support (on the phone or via email) is quick, easy and they really lay it out nicely.
- I think it was a good decision. Now it seems like ZP is falling behind in terms of look/feel and options. Contemplating other options.
- Not really. Seems very archaic. The format reminds me of Windows Dos. And it's almost TOO complex, you can do a LOT of stuff with it, but all that means is that it's very hard to learn how to use. For the most part I could ditch half the functions and be twice as happy. However, their customer service is second to none.
- Sometimes. It runs slow from time to time but it gets the job done.
- Yes, it has worked well and it easy to use. Lots of features I don't really use but from what I hear those features are huge selling points of other software but don't really get used a ton.
- Yes, every other program I have ever worked with, tested or tried, lives up to it's hype.
- No, the back end is OK, but the client side needs considerable work.
- It was at the time.

LEGEND: SA=Strongly Agree A=Agree D=Disagree SD=Strongly Disagree	My Staff Likes it				My Members Like it				It Handles all the Back-end Functionality I Need				Ease of Use / User Friendly				Easy Learning Curve				Attractive Appearance				Software is Reliable				Software is Innovative				Quality of Customer Service & Support				Software Company is Receptive to Input, Feedback, and Complaints			
	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD	SA	A	D	SD
BoxHQ	1	6	1		1	5	2		3	3	1	1	3	3	2		2	5	1		1	5	2		3	3	2		4	4			3	1	4		3	3	1	1
Chalkbucket Labs			1				1					1		1						1		1				1				1				1				1		
Front Desk	5	13			3	15			4	11	2	1	5	13			7	11			8	9	1		12	5		1	4	11	3		9	6	2	1	7	9	1	1
MindBody	2	15				15	2		6	9	2		1	8	8			7	7	3	1	8	8		9	6	1	1	2	10	5		10	4	3		3	6	6	2
Push Press		2				2				1	1			2				2				1	1			2				2				1	1			1	1	
Rhino Fit		1				1				1				1				1				1				1				1		1		1						
Rock Gym Pro		1					1			1				1				1				1		1		1						1		1						
RxGymSoftware		2				1	1			1	1			2				2				2				2				2				2				2		
WodHopper		1				1					1			1				1				1				1				1				1				1		
Wodify	15	31	9		32	21			8	16	25	6	12	34	8	1	15	32	7	1	26	26	3		6	25	16	8	9	30	14	1	16	25	11	3	13	24	14	4
WODTogether	2	3	1		2	4			2	2	1	1	3	2	1		3	2	1			4	1	1	2	3	1		1	4		1	4	2			4	2		
Zen Planner	6	19	5	1	2	22	6	1	8	19	4		6	17	3	5	5	16	6	4	3	17	10	1	11	16	3	1	3	13	12	3	16	11	4		14	11	6	

Are there any additional comments about any of the above ratings that you'd like to provide?

BoxHQ	<ul style="list-style-type: none"> • Needs a better mechanism for tracking work outs. We have moved to BTWB for work out tracking. BoxHQ is extremely difficult to get to past workout history, 1 RM, etc. for individual athletes. • If it weren't for the fact that I do not need a 3rd and 4th party for invoices and email, I'd use someone else, but they provide all of this for \$60/month. • Cannot handle refunds without contacting the company. A bit of a hassle. • It could become a very good service. ZP and MB are others that I am familiar with that are more complete and have abilities to give better reporting, which is where I'd like to see the BoxHQ improve.
Chalk Bucket Labs (CBL)	N/A
Front Desk (FD)	<ul style="list-style-type: none"> • Customer service beyond belief. They are awesome and I will not change because of it. • I am really excited about the incorporation of TrainHeroic. I have had several discussions with my reps at both FDHQ and TrainHeroic. • I don't get tons of feedback from members one way or the other. Sometimes I feel unsure as to whether or not it's easy for them to use. • The only thing I wish is that FD is quick to add features that other software companies already have like being able to sell gift certificate and purchase merchandise online. • A major drawback is the lack of client App. They must log-in to their account via a website in to RSVP for class and manage their account. • FD knows what they are good at. They are good at back end services. They don't try to be okay at everything. They want to be excellent at their core services and they are. They simply keep adding more options to their platform as it makes sense and in a seamless manner. Very good customer service. Their top end leadership must be excellent because of the narrow focus of its mission is exemplary.
MindBody (MB)	<ul style="list-style-type: none"> • There are things I'd like to customize more, especially on the appearance side of things. Customer service has always been immediate and friendly and knowledgeable. I haven't really had a lot of complaints. One simple request is to have the option to have more than one person CC'd on birthday notices or purchases, etc. • Staff and Clients do not know anything else and it gets the job done; MB is the most robust back end of anything I'm aware of currently; when set up properly, by one MB expert at the company (currently me) it's very easy to use for everyone else; the learning curve was tough but once you get it, it's like learning a language... You just get it. It's not as pretty as some but that is not what I need a software for. I'm a function first person; We've never had a problem with reliability; I do not see much innovation but with workarounds and partners like Constant Contact etc., we get everything done. And we do a lot! 24-7 phone support cannot be beat. They do take requests for improvements, but I'm unsure how those get prioritized. But anything I'd have a request for is minimal, like it might be nice but not integral to running the business.

	<ul style="list-style-type: none"> • It should be noted that we pay extra for "Premium Customer Service" and it has been excellent -- prompt and attentive support. This is why the ranking was high. • My staff doesn't know anything else and I'm pretty much a MB expert so if they want it to do something I can usually make that happen; Members don't really know any differently either; Combined with BTWB, Constant Contact & My Fitness Pal we have no complaints (except we're looking into an off site e-commerce for online retail sales) with that EVERYTHING should be covered; If everything is set up properly, it should be very easy to use; Learning curve was about 4 years but now, in our 6th year, I speak fluent MBO. And I understand why there are so many steps when setting things up. It's because of all the back end tracking and how things interconnect to be more intuitive; It's not pretty but functionality trumps pretty; They do not seem to be creating too many new things but I'm not looking for anything new, well except better online retail sales platform but I'm ready to outsource for that anyway; 24-7 so important when sometimes the only time you have is at 4am; Never seen any requests from me come to fruition but have been able to get things done with outside companies like BTWB. • Overall, I feel like when we've brought them issues it's take a long time to resolve them if at all. CrossFit is only a small part of what they do so a lot of their systems aren't utilized for us. Their app is terrible and we actually paid to have our own built to manage registering for WODs and it allows folks to update their information and carries it over to our MB system. I'm pretty sure if we were starting today we wouldn't use MB, but the thought of starting over is pretty daunting. • Would like better integrated workout tracking. • If MB was easier to use and more attractive to the client, it would blow all the others out of the water.
Push Press	<ul style="list-style-type: none"> • Back end functionality: I want to be bcc'd on emails went to members. I could take care of this myself by integrating Mailchimp, which I find complicated. • They have a real time chat which they are very responsive with. There are a few things they said they wanted to roll out but haven't yet but I understand as it is a fairly new company
Rhino Fit	<ul style="list-style-type: none"> • This software used to be straight up horrible but it has come a long way over the past two years.
Rock Gym Pro	N/A
RxGymSoftware	<ul style="list-style-type: none"> • The developers are quick to respond, constantly ask for feedback and suggestions, and extremely willing to develop more features based on that feedback.
WodHopper	<ul style="list-style-type: none"> • They have a private Facebook group and owner answers every request and continue to build in new features that are suggested on FBpage.
Wodify	<ul style="list-style-type: none"> • Wodify does not support more than one line of group programming for a gym, that's annoying since I have 3 levels and lines of PD going at a time. • Wodify has continued to improve ever since I signed up for it. They continue add functionality that I and other owner request, and are very helpful when I need to accomplish something. While the software is not "Exactly" what I need, their customer service and willingness to listen to gym owners makes me very happy. • Wodify is currently under a major makeover which is making it even better (we have access to the beta admin side

right now) and they are improving all their hardware systems and stuff (that's what they are telling us) which gives me the confidence that the software and service is improving and will be much better later on. Besides, their improvement history has proven that.

- Their customer service and support isn't bad, per se, but just like ZP most of the input that you give them - even if it seems pretty straight forward - is met with a response of "oh that sounds like a good idea! We'll put it in our development list" and then it never gets worked on. If there is a ready-made solution they are always prompt and courteous.
- Wodify is continually making improvements to the system. Sometimes I question their priorities in the changes made, but overall it is for the better.
- They talk about improvements often but don't make many very often.
- While some would argue it is pricey, it is a bargain for its convenience.
- Wodify is great as far as listening to it's users. There's a page to make suggestions and give input on improvements, the Wodify staff along with the users have the ability to vote for ideas and then they will use your ideas for improvements. That's really cool, one of my ideas is being used to improve the software.
- I wish they were a little faster in resolving their issues and taking the feedback to make things work better.
- Originally it was innovative and promised constant improvements; It has grown slower and slower with zero real changes. Retail reporting and usability is poor. Basically the whiteboard and leaderboard are the only features that are worth anything.
- When contacting Wodify, they respond within 24-hours to emails, however, I usually end up having to email back a couple times to get a full answer or fix an issue. Its rarely a 1 email and done situation.
- One of the most frustrating things about Wodify is that when I call with issues or lack of functionality, it seems that the company tag line is "We're working on that improvement, we want to make sure it's perfect for you guys before we release it, but it will be available soon!"...Spoiler alert: It's won't.
- Overall still pretty happy and again members love it.
- In the past, they weren't proactive on when they were having server maintenance. This seems to have changed.
- Nothing is streamlined - very time consuming to do anything. Might have been innovative 2 years ago when we first signed up...not so much now.
- Someone needs to make a software program that incorporates all of the "best practice" elements from each to give us an amazing product. You know we'd buy it.
- I think this is an awesome project for a bearded guy to tackle to make better. Understanding the business aspect of CrossFit, is much more important than making something look pretty for the front end users.
- I really wish they would improve the options already available instead of rolling out more half-assed features.
- Excuses...you know what they say about them. And any time that I see feedback posted online to things that a lot of owners would find beneficial, there is always some excuse as to what the holdup is. And if there is no excuse, then it's a simple lack of communication.

	<ul style="list-style-type: none"> • They are always working on making additions to improve the software, which is a good thing. • Functionality is not a strong suite when dealing with the back end. It is very limited even when new features added. There should be a few different options so you are able to run your business the way you see fit versus the one option they think is best. One feature that drives me nuts is they give you the ability to set a late cancel window for class reservations so if they cancel within the window (2-hours before class start) they get docked attendance; however, the system still allows athletes to cancel out of the class but they still get charged the attendance. Very misleading and confusing for the athlete and a whole lot of explaining on our end. Their thought process is very few people would figure this out or take advantage of it but it obviously isn't the case. • I need more back-end help. ZP was better setting up automated e-mails and marketing campaigns. • Wodify promises a lot with their customer service, but fails to deliver.
WODTogether (WT)	<ul style="list-style-type: none"> • The format is not particularly intuitive, making it not very user friendly. It does offer very good box-owner reports. But, WOD tracking and user interface is not always that great. • Great customer service but the backend inventory tracking, appointment booking, and calendar functions are really lacking. • My coaches dislike the system at this time because they have to toggle between the two versions to track athlete's performance as well as their coaching schedules; athletes like the ease of inputting their results for WODs, (however, they're all still using the original version).
Zen Planner (ZP)	<ul style="list-style-type: none"> • Once you learn it, it's easy. But it does take a while. • Always improving and updating the software. • ZP isn't the most flashy, but they are consistently adding and updating which is both helpful but also a bit painful at times. Coordinating the changes can be difficult and often times things are implemented that aren't for the better. So far ZP has recognized when that occurs and fixes it pretty quickly. • Does not go a good job creating a P&L for tax purposes. Wish it would communicate with QuickBooks. Members sometime have a hard time using the iPhone app to register for classes. • ZP has many features we don't use, but this is a better situation than not having features that you need! • Our clients don't use the client end software very much. We have never pushed it though. It has capability of tracking WOD results and PRs but most of our folks prefer paper journals or iPhone apps for that. • Staff doesn't really use it other than to take attendance • Apps have been slow and only for iPads. • Their customer service is really good, however they never answer the phone and you have to leave a message and wait for them to call back which takes hours or even the next day. Their appointment calendar is not very appealing which is leading us to shop around due to our increase in PT. Members have difficulty signing in on a weekly basis which is very frustrating...not all of them but at least 1 or 2 every week. • I have to use BTWB because the WOD tracking is weak with ZP.

	<ul style="list-style-type: none"> • Our gym members really wanted a one stop solution for WOD tracking, attendance and sales. They told us many times it was very confusing as to where they needed to go for what service. This was a big reason we choose to switch services. • The one thing I really find lacking in ZP is the ability to create custom reports. You can create them but the customization is quite limited in my view. There are main reports I'd like to create that just aren't possible. • Not perfect but does the main functionality I require... • In regards to "it handles all the back-end functionality I need" I answered agreed but we still haven't figured out how to use it to the fullest. I suppose it is "innovative".
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What are the top 3-5 things you really like about the software?

BoxHQ	<ul style="list-style-type: none"> • 1.It's easy. 2.It's adapting to needs as we/they grow. 3.It's straight forward from a client standpoint. • 1.Easy to use. 2.Great Customer Service. 3.Automatically charges member credit card/ACH for monthly membership. 4.Price • 1.Ability to charge retail to monthly invoice saves processing fees. 2.WOD tracking is easy and intuitive. 3.Can blast text all members • 1. Billing, 2.Email 3.Member support • 1.Leaderboard 2.Decent interface • 1.Clean looking. 2.Easy to set up a competition. 3.Fairly easy to send feedback. 4.An online store people can buy things from at a kiosk. • 1.Reports are easy to generate to allow me to track what I need to. 2.Ability to charge anyway a customer would want. 3.Dashboard gives me basic stats that I need to know on a daily basis. 4.Ability to have auto emails and connect to Mailchimp. • 1.Quick to respond to easy questions 2.Competition scoring
Chalk Bucket Labs (CBL)	<ul style="list-style-type: none"> • It's up and coming. I think it will "grow up" and reach it's full potential and be the best systems within CrossFit. The credit card fees are among the best in the business.
Front Desk (FD)	<ul style="list-style-type: none"> • 1.Ease of use 2.Low cost 3.Support • 1.Waivers are integrated into the software 2.Automatically pro-rates membership dues when holds or suspensions are applied 3.Waitlist for classes works really well • 1.Look and feel 2.Members experience 3.Ipad and iPhone apps are just like being in the desktop version - very well done. 4.Integration with other best of class providers instead of taking on things that aren't their specialty. i.e. Train Heroic integration, InfusionSoft Integration, Shopify integration(coming)

	<ul style="list-style-type: none"> • 1. Automatic billing 2. Ease of use 3. They listen and keep getting better. 4. No crashing and always reliable. • 1. Can run gym through phone 2. Ease of use • 1. Ease of use 2. Easy setup 3. Simple reporting 4. Great support 5. Fair pricing • 1. Kiosk 2. Member Billing 3. Can be run on iPads and iPhones • 1. Robust Client Profile 2. Ability to add notes about clients that post for all coaches to see 3. Integration with TrainHeroic for WOD posting and Benchmark tracking. • 1. Easy billing 2. Easy client tracking 3. Scheduling is a breeze 4. Payroll can be setup through the software. • 1. Competition Registration 2. Ease of Use 3. Kiosk Store • 1. Ease of use on back-end Management app 2. Alerts/notifications • 1. Super easy to use 2. Clean design 3. Reasonable price 4. Apple friendly • 1. Mobile accessibility 2. Sending notes as emails • 1. Easy to use 2. Attractive and innovative 3. Client check-in kiosk 4. Low price point - sliding scale based on revenue • 1. Easy to use 2. Reliable 3. Customer friendly 4. Solid back end. • 1. Members are able to check in on an iPad in the gym 2. They have access to their accounts from home and can update things as needed 3. Staff have access from their phones. • 1. Auto-billing of clients 2. Workout and lifting history tracking 3. Reports • 1. Ease of use 2. Very simple to navigate 3. Integrates into my website very seamlessly 4. I trust FDHQ to make decisions to better the end user's experience.
MindBody (MB)	<ul style="list-style-type: none"> • 1. Love the endless amounts of reports available. 2. Ability to run payroll through but I haven't gotten that far and know absolutely nothing about it. 3. Love that I can quickly find out the amount of good sold or memberships sold or PT sold etc. • 1. It does everything it needs to do for members 2. The backend reporting is accurate 3. Keeps track of payroll • 1. You can run virtually any kind of business with their software. 2. Once all the data is inserted the software runs itself. • 1. Reliability of software and ease of use for scheduling. 2. Multiple scheduling options for different types of appointments and classes. 3. Multitude of backend reports. 4. Auto-emails help with member retention. • 1. Tech support/customer service 2. Reporting feature 3. I've seen them steadily improve/add features over the course of the 4 years we've used them • 1. Robust payroll tracking 2. Robust appointment scheduler 3. 24 - 7 phone support 4. The ability to change permission groups for staff the level of control over payments, refunds, set up, language changes, colors, everything really, that you have as the software owner • 1. The intuitive nature of things like class & appointment schedule, room booking, payroll and discounts attached to memberships. 2. The 24-7 customer service. I don't need it as much these days but it was key in the early days. 3. If the system doesn't actually "DO" something, it does SO MUCH that I can always find a work around. 4. I have

	<p>control of the payment processing and refunds etc. When we tried ZP the software didn't have control of payment processing so if there was a problem, you had to address with Blue Fin. 5.The ability to put staff restrictions in place. Not every staff member needs to have access to every bit of your company's information and financials, etc. BTW... Did you know, MBO can host videos and have clients pay for access to those? Just found this out.</p> <ul style="list-style-type: none"> • 1.It's an all-in-one system: retail, scheduling, billing, etc. 2.The ability to customize and generate specific reports to learn detailed info about the business operations. • 1.I've used it so long that I'm proficient with it. 2.We've never had a problem with the billing component of it, which is important. 3.Some of the recent updates have been impressive. • 1.I can customize everything. 2.I can run all the necessary reports I need. 3.Processing memberships is easy. • 1.You can set up pretty much anything you want. 2.Can integrate with webpages. 3.They have an app for booking. • 1.In-depth Financial analytics 2.Auto emails for declined CC's, Birthdays, anniversaries, monthly payments, etc. 3.Easy to use for staff • 1.Stability 2.Simple to use • 1.A lot of options 2.A lot of reports 3.Strong PT options • 1.Scheduling for PT appts 2.Reports 3.Class reservations • 1.The reports are great 2.Integrates with Smart Waiver 3.Easy to look up clients • 1.Booking schedule integration 2.ACH processing 3.Reporting 4.Easy to set up new payment options and services 5.Easy to build links to sign up and pay
Push Press	<ul style="list-style-type: none"> • 1.Clean front end to members
Rhino Fit	<ul style="list-style-type: none"> • 1.Automated emails. 2.Multiple reports. 3.Reports for virtually anything. 4.It always works, so it is reliable.
Rock Gym Pro	<ul style="list-style-type: none"> • 1.Simple. 2.Cheap. 4.Can get almost any report I need
RxGymSoftware	<ul style="list-style-type: none"> • 1.Price 2.Ease of adding new members 3.Ease of adding programming 4.Links with app for members to log workouts • 1.Ease of use, especially for members 2.Tracks workouts so members can find previous results easily if we are repeating a workout. 3.It shows up in the posted results automatically 4.Pricing - its perfect for a box on a budget
WodHopper	<ul style="list-style-type: none"> • 1.Reliable 2.Easy to use 3.New features added 4.Excellent WOD tracking 5.Email reports - like member summary, member risk retention, export email list of every group.
Wodify	<ul style="list-style-type: none"> • 1.Ease of use. 2.Back office. 3.Athletes LOVE it. 4.Coaches Love it. 5.Leader boards. • 1Automatic notification of missed payments. 2.Athlete tracking system. 3.Merchandise selling. 4.Monthly financial reports • 1.Workout Recording 2.Workout Publishing 3.Simple to add an athlete • 1.The app for tracking workouts has been a big hit for clients. 2.The ease of people being able to sign up online has been great. • 1.Kiosk extends to phone apps getting more people engaged in tracking scores, which helps get everyone signed in

- for class as they have to sign in to record the WOD. 2. The coach is free to coach since everyone enters their own WOD. 4. Professional appearance and function is a selling point for prospects
- 1. Ease of Use 2. All services bundled together in one 3. Mobile Platform for Athletes 4. Results tracking
 - 1. Overall look and feel 2. Marketing tools and easy integration w/Mailchimp. 3. Clients like to use it
 - 1. Results tracking for members is fantastic. It really has become its own social network to that extent. 2. Attendance tracking. Allowing me to see trends in overall class attendance, Both in general and by class time, as well as changes in an individual's personal attendance records and trends. helps me connect with people who may be having trouble making it to the gym and helps me create and keep relationships with all members.
 - 3. WOD tracking-Athletes can check in prior to class 4. Billing is easy
 - 1. Workout Tracking 2. Looks great to clients 3. Decent on mobile for clients
 - 1. Keeping track of attendance 2. The social networking between athletes and coaches 3. The white board 4. Athletes being able to look at previous lifts and the % break down of all the lifts. 5. The auto-generated emails.
 - 1. Simple performance tracking 2. All-in-one system (retail, performance, leads, members, and financial tracking) 3. Constant user-based improvement
 - 1. Ease of use 2. Functionality - lots of ways for the athlete to use the platform 3. Looks good 4. Client interaction
 - 1. User Friendly 2. Innovative company 3. All inclusive software for owners, coaches, and athletes
 - 1. Ease of use 2. Customer service/support 3. Automated functions (emails to members)
 - 1. Member tracking (WOD times, PRs, etc.) 2. Tracking in the Admin side- reports, trans, etc. 3. Ability to program WODs in advance & have each WOD post on the morning it is to be done 4. Ability to create a newsletter & send it out to all athletes
 - 1. Tracks every lift and WOD time, which helps us run class faster 2. Spurs great atmosphere among people to like and comment on each other 3. Mobile friendly for people to see WOD and reserve classes etc.
 - 1. In-class interface inputting the day's/week's workouts. 2. Workout tracking 3. Easy to teach my coaches how to use it
 - 1. The performance tracking. 2. The ability for the members to interact on the whiteboard. 3. The point of sale terminal.
 - 1. Handles word tracking and member management in one place.
 - 1. Convenience of all in one functionality. 2. Billing ease. 3. Client experience/tracking.
 - 1. Social interaction among membership 2. Easy to use for both our staff and members 3. Mobile friendly 4. Workout tracking (PR recognition, quick access to percentages for lifts.
 - 1. Weightlifting Tracking 2. Workout Display 3. Mass Emails
 - 1. The social media aspect 2. The workout tracking
 - 1. WhiteBoard 2. Leaderboard 3. Performance Tracking
 - 1. Workout Tracking is top notch 2. They have an app, half my clients wouldn't sign-up without an app.

3. Anonymous feedback button. I like that I get feedback from my clients and they like that they have the choice to be anonymous.

- 1. All in one. 2. Workout planning 3. Easy member access for booking classes
- 1. Combined services of performance tracking and member management 2. Great support 3. Easy to use
- 1. WOD tracking software is great 2. TV screen set up works well 3. Adds value for potential clients
- 1. Ease of use 2. WOD tracking 3. Appearance 4. POS
- 1. Athlete performance tracking 2. Back end reporting is good, but not great.
- 1. Customer interface with responding app. 2. Charts for Lifts with percentages 3. Gold star PR's 4. Messaging from athlete to athlete on white board
- 1. Appearance 2. Ease of Use 3. Simple and easily digestible information 4. User interface
- 1. Members like it. 2. Photos and display of athlete PRs on the whiteboard 3. Billing integration
- 1. Tracking attendance of my athletes. 2. Athletes being able to track their own data easily and through their own phone. 3. The online sales portal of inventory.
- 1. Performance tracking 2. Social aspect 3. Automatic billing
- 1. Athlete tracking 2. Auto billing
- 1. Athlete tracking 2. Workout scheduling 3. Product sales
- 1. Automated monthly billing for members (used to take A LOT of my time) 2. Loads of reports to help us analyze the business 3. Scheduling and reservations is easy 4. Coach's payroll tracking all done easily
- 1. WOD Integration 2. Accounting Integration 3. All In One
- 1. Class management opportunity (the two T.V.'s, registration, simplicity) 2. Easy to use 3. Mobile app
- 1. It forces people to track their results, their attendance, and the social interaction - all of which are powerful retention tools 2. The ability to post announcements to the top of the daily WOD post
- 1. All-in-one platform 2. Decent app for athletes 3. Ability to see other Wodify gyms from the app
- 1. Appearance 2. Athletes experience 3. Ease of WOD input
- 1. Wod Tracking, that's about it.
- 1. Workout tracking 2. Member/community engagement
- 1. It's Simple 2. Members can interact 3. Results are tracked and reported.
- 1. Tracking ability for WODs for my athletes and the ability publish the WODs 2. Texting ability to leads & athletes
- 1. Weightlifting tracking 2. The leaderboard generated for that day.
- 1. Result tracking 2. Integration of membership options, buy online and reservation 3. Reports 4. The app
- 1. Integrated/automatic billing 2. POS system with inventory tracking 3. Class reservation/check-in/cancellation system 4. Gym feedback for athletes 5. Performance tracking for athletes
- 1. POS feature 2. TVs 3. Performance tracking 4. Athlete program sharing
- 1. Easy in and out invoices 2. Membership 3. Creating recurring classes and deleting old ones

	<ul style="list-style-type: none"> • 1.Easy to enter workout results 2.Looks cool 3.Mobile is good
WODTogether (WT)	<ul style="list-style-type: none"> • 1.User Friendly 2.Customer service by phone • 1.Daily summary email 3.All the reporting features 3.Ease of use of the shop • 1.Portability - I can use it on a desk top, a tablet, a smartphone and it works the same on all. 2.Price 3.Support - I have frequently email the developers with issues and they respond in the same day. 4.Functionality - it can do everything - track WOD results, track memberships, process payments, run reports, etc. • 1.Reports 2.Customer service 3.Its potential 4.Good billing functions • 1.Simplicity for reporting 2.WOD logging/tracking 3.Pricing
Zen Planner (ZP)	<ul style="list-style-type: none"> • 1.It handles all billing very easily. 2.It allows for many different custom reports. 3.Their support service is very quick and friendly. • 1.Simple 2.Robust enough 4.Improving • 1.Easy to use 2.I can manage everything from one spot 3.Attendance feature very helpful for management 4.Communication with members very easy 5.Comprehensive help feature • 1.Ease of use 2.They seem to listen to their customers and upgrade a lot. 3.Price • 1.One Stop Shop. I can truly run the entire gym from it It embeds into my webpage. The appearance isn't the best, but I only have to input things into 1 place. 2.Workout Tracking has become a strength • 1.Price is fair. 2.Based on clients and not coaches. 3.Customer service is top notch 4.Day to day attendance tracking and client interface is good. • 1.It works consistently and does not crash on me 2.It can interface with my website and Facebook page easily to schedule appointments. 3.When I have a question, I can call the support line and talk to a HUMAN BEING. • 1.Great support 2.Robust reporting 3.Pricing 4.Integration with payment gateways. • 1.Custom reporting 2.Lead management 3.Ability to assign tasks on a calendar to staff event planning/pricing 4.Online store • 1.Database mgmt has a nice interface 2.ZP had been actively wanting to make it the best it can be 3.One stop shop • 1.Automated emails 2.Registration for classes 3.Integration into website • 1.Easy to set up classes, memberships, and programs 2.Easy to track attendance 3.Can email directly from the software, but also integrates with Mailchimp • 1.Ease of use 2.Customer support 3.Customers like it • 1.I don't think there is anything special about this software...I would probably switch to something better. I tried Mindbody once for a couple days but the whole transfer process was a bit overwhelming and I didn't find their software to be that much more functional. 2.They do allow me to use my own merchant processing which I prefer • 1.Reports. 2.Ability to track ARC. 3.Retail. 4.Inventory. 5.Reservation system. • 1.Can handle any type of sale item, product, course, that you may throw at it and can get it set up to track accurately. 2.Turn around for money in the bank was predictable which is a good thing. 3.Easy to add classes and

	<p>availability</p> <ul style="list-style-type: none"> • 1.Up time is great 2.Speed is good 3.Cost is reasonable • 1.Ease of check in... 2.Automated reports (once built). • 1.It's already in place 2.It runs the credit cards automatically 3.It tracks attendance • 1.Ability to capture sales for retail tax purposes • 1.Easy to use on the back end 2.Cost efficient. They cut us a break. 0-50 member is only 27.50/mo. 3.It's met our needs from all ends. • 1.Ease of use • 1.It's reliable • 1.Easy to use... Don't know any other • 1.Easy and straight forward to use. 2.Back end provides reports on hand of metrics I find valuable. 3.Attractive looking 4.Reasonable monthly pricing. • 1.Back end financial features 2.Dashboard 3.Scorecards • 1.Ease of use 2.Automation 3.Generation of reports for easy accounting/management • 1.Ability to get any report you want. 2.It usually works. 3.Customer service is great.
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What are the top 3-5 things you wish were different/changed/added about the software?

<p>BoxHQ</p>	<ul style="list-style-type: none"> • 1.Better visual on the user end. 2.Easier WOD tracking. 3.Better app. • 1.Quicker response to major problems like money transfers 2.Better tutorials about how to use software • 1.Better functionality for tracking workouts, weights, etc. so we don' have to use/pay for two systems. 2.Ability to integrate membership/pricing structure into website so we only have to change it in one place. 3.Easier group email system. • 1.Reporting is all canned with no ability to run ad hoc 2.Email automation is poor and no ability to create ad hoc 3.Payment reporting is unreliable • 1.For invoices to be posted in 2 days vs 8. • 1.Needs to handle refunds 2.Payments should be on a consistent basis • 1.More reporting abilities (when members cancelled membership), 2.The system was designed around the athlete not the gym owner making it not complete for us to send emails to all or specific members through the system and have a record of them being sent 3.Automation. • 1.Better WOD Tracking is probably the only one. It would be nice to have the features that TrainHeroic has under a software program.
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Chalk Bucket Labs (CBL)	<ul style="list-style-type: none"> • 1.More user friendly 2.Able to track our programming. Our members do NOT check in and the system can not follow our programming and therefore can not track progress.
Front Desk (FD)	<ul style="list-style-type: none"> • 1.More features (small tweaks with kiosk & member management) 2.Faster interface (web & kiosk) • 1.Would like to backdate holds or suspensions 2.Would like the system to show that a member is supposed to be on hold when they scan in OR takes the membership off hold if they scan in 3.They are supposed to be integrating the Shopify POS into their software . • 1.Needs inventory tracking (coming) 2.Would like backdating of member absences - can only be done going forward. • 1.Automated email incorporated in the system. 2.Some more info on clients (when they first join) • 1.Nothing just minor functionality adjustments • 1.More robust reporting 2.More CRM features 3.Text message 4.Better support • 1.Better Retail Store 2.Inventory tracking • 1.More customization for website incorporation. 2.Integration with Infusionsoft (which reportedly is in the works) 3."Search" feature for TrainHeroic • 1.Pulling reports is too time consuming. 2.There is not workout tracking software integrated. 3.Getting clients to sign into class feels like a constant battle...an easier system would be great. 4.Email integration via data from the software is difficult to setup. For example getting the system to email a "we've missed you" email if a client hasn't signed in for 2 weeks. • 1.Trust in the payments to me 2.Better Customer Service 3.Better Scheduling • 1.Members app 2.More organized back-end 3.Better reporting 4.WOD tracking • 1.Being able to sell gift certificates. 2.Being able to sell merchandise online. 3.Being able to credit someone's account if they don't want a refund. 4.Able to generate a report/list of client notes 5.Being able to contact other employees. • 1.Retail inventory 2.Add reminders for staff to follow up • 1.Wish it had a client App 2.Wish it integrated with Beyond the Whiteboard 3.Wish it had an easier to use client note feature 4.Wish it had a gender selector for client info. I want to be able to generate a list of all of my female or male clients. • 1.I wish they had a social media component that would allow members to share the time they plan to train so their friends could join them. 2.I wish they had a mobile app for athletes to sign in and receive updates. • 1.It may just be because we are not doing something correctly but I often can't find reports that I need. 2.We also have difficulty with the way it sets people up as dependents of someone else. Then when they check in they are checking in a child instead of themselves. 3.It could be a little easier to set up memberships, especially with families. • 1.The cost 2.More personal training 3.Backend capability

	<ul style="list-style-type: none"> • 1.Billet Options for Staff. I want to be able to pay coaches by billet versus service. If a coach sometimes is a head coach and sometimes an assistant, I cannot change their wage based on billet because it is tied to the service category. 2.Android app...this will make the product more robust and easier to use for all athletes. 3.A more intuitive merchandise screen. It is pretty easy to use, but could use a stand alone screen then the current set up of find the product or athlete first and then go through the steps to pay for the product.
MindBody (MB)	<ul style="list-style-type: none"> • 1.More customization for look and appearance of box • 1.That it was only built for gyms not massage therapists, hair salons, and anyone else they can get money from. 2.Wish they allowed you customize more features. • 1.Stop having third party programmers nickel and dime for added features. • 1.Make the login app more customizable to your specific gym. 2.Include a WOD tracker for free, instead of an additional add-on price. 3.More attractive appearance. • 1.Sophisticated workout tracking like BTWB. I know MBO partners with Total WOD but they're not the best for tracking everything. 2.Be able to send emails directly from the Contact Log screen and not have to send separately then copy and paste into contact logs for tracking. 3.Simpler point of sale (in business mode) and better method for inventory tracking. I wouldn't need e-commerce if the manner in which MBO tracks inventory was better. • 1.Sometimes it seems a bit cumbersome; maybe it could be "streamlined" a bit? 2.I'm not as familiar with the consumer mode, only the business mode, but from what I have seen and heard it seems like the consumer mode leaves a little to be desired from a aesthetics and usability standpoint 3.I want it to be able to communicate with Infusionsoft better, which we use for our email marketing and lead capture. • 1.Wish it had a great workout tracking feature, but our BTWB works just fine. • 1.More customizable email automations for things specific to our facility 2.Emails linked directly to the contact logs 3.A better, simpler more concise way to set up inventory tracking and e-commerce ability 4.Integrated workout tracking...None of these are deal breakers, but we've had to find these abilities through other great companies like Beyond the Whiteboard, Constant Contact, etc. • 1.Less convoluted process for simple things (retail, selling memberships, scheduling classes). 2.Easier integration of WOD tracking. • 1.More functionality of the auto-pay system. It is terrible to try and make changes when 1 person has several auto-pays in their profile. 2.Their registration function for seminars...if we host a 1 day event where people have to pay for it, there's no way to have them make the purchase and then sign-in for it. 3.Our clients hate the app. I had no idea until we got our own built and then I got the feedback. 4.Customer service/tech support for some specific issues has been terrible. • 1.Less initial set up...I spent probably 40+ hours setting it up to my liking. 2.There are some quirky functionality things that I can't even explain that sometimes drive me bonkers. • 1.More user friendly. 2.Updated looks. 3.More options in the app. 4.Website integration etc requires 3rd party services.

	<ul style="list-style-type: none"> • 1.A lot of add on/outsourced plug ins for operations. i.e Waivers, sync with website, sync with QuickBooks, extra fees for ACH on top of monthly fees. 2.Really big software...we need smaller and while I don't see everything because of it's size, I miss the stuff which would really help our business. It's like finding the right power cord in a tangled power strip behind the TV. • 1.Use of tablet for scan-in 2.Tracking WOD results 3.Easier to use reports 4.More reports 5.Text communication 6.More auto email features 7.Ability to run events • 1.PAYMENTS! • 1.Workout tracking 2.Social function • 1.Check in system: I would like names to go in a single list when self check in happens. • 1.Easier to learn 2.More attractive to the client 3.Weird unannounced upgrades with no training in changes to system
Push Press	<ul style="list-style-type: none"> • 1.Right now there is no ability for contracts which means you need individual discounts for every possible scenario which is unfortunate
Rhino Fit	<ul style="list-style-type: none"> • 1.Appointment scheduler could be geared towards my specific needs (but it isn't, it is generic). 2.I'd like calendar that can do all of the things google calendar can do. Rhino can't. 3.Seems to work better on Apple phones and tablet than it does on Android.
Rock Gym Pro	<ul style="list-style-type: none"> • 1.Better scheduling for PT 2.Ability to run payroll 3.Ability to set up email automation
RxGymSoftware	<ul style="list-style-type: none"> • 1.More website/blog options 2.Facebook auto posting • 1.Extended class sign up: currently rolling a one week schedule but this upgrade is coming shortly where you will be able to choose 1-4 weeks at a time 2.No one time class option, any classes entered automatically show up again the following week, again this is in the process of being upgraded as we speak 3.No blog type page where you can post current news or upcoming events. I can only set up a news page link and have to delete whatever was in there before. 4.Links at the bottom of the page look kind of messy 5.No place to post pics unless its a thumbnail image for a link
WodHopper	<ul style="list-style-type: none"> • 1.Online sign up of PT and Fundamentals 2.Online trainer schedule to book PT or fundamentals 3.Auto reload of PT when 10 session client reaches 0
Wodify	<ul style="list-style-type: none"> • 1.Some added features they promised that have been backlogged. GPS check in, SMALL things such as that. • 1.Sometimes it is real slow. We got new internet service and haven't had as many problems. • 1.Pricing/Subscription model 2.Reporting 3.Athlete Membership management • 1.I don't like the way we enter workouts, it just doesn't mesh with how we write multiple types of programs 2.Struggling to comprehend how the retail store works. 3.And have just realized that when we send invoices, it doesn't send a link for the customer to pay unless it is a recurring membership. • 1.Payment processing options 2.Ability to make changes to pre loaded WODs like add women's weight 3.Personal training options and similar, always have to find workaround

- 1.Waiting for personal training to be added 2.Direct export to QuickBooks 3.Cost of Retail to figure cost of goods sold
- 1.The programming for more than one line of PD 2.The ability for clients to add drop-in classes after they have completed their monthly allotment per their membership 3.The ability for clients to purchase private training sessions
- 1.Most of the financial reporting is clumsy to use, it does not mesh well with our accounting software. 2.Entering in programing is a time consuming process because of all the drop down menus you have to use and extra buttons you have to hit 3.While results tracking is great from an athletes perspective from a programing perspective it is still missing some important things. Personally, I think BTWB has the best system for a programmer to use and analyze the results of the gym. 4.WODIFY has a ton of gyms on board at this point and we could be making some really good use of the data being collected. There is enough data being collected that we could more easily identify and remedies gym wide weaknesses, hit time domains or modalities that we did not realize we were missing etc. but as of now this is not available.
- 1.Slow some days 2.GoMerchant fees seem steep
- 1.Too expensive 2.Better reporting 3.API integration with Infusionsoft
- 1.Better Nutrition Journal 2.Quicker app 3.Easier point of sale
- 1.Intuitive UI (less clutter, simplified, easier to use for example when writing WODs and schedules) 2.Better mobile native app
- 1.To be able to keep track of all finances, revenue in, overhead out. 2.More back end features
- 1.Wish you could do a split payment between cash and credit 2.Better way to manage PT records
- 1.Tell me when members' holds expire 2.Occasional glitches 3.Downtimes
- 1.Software updates oftentimes happen when I have classes running 2.I cannot change athlete records once input (weight lifting PRs, etc.)
- 1.Email automation 2.PT/intro scheduling 3.Family billing 4.Lower processing fees 5.Faster implementation of new features
- 1.Ability to schedule/track personal training sessions. 2.Ability to customize the backend reports. 3.Ability to use a different merchant services provider. GoMerchant is horrible.
- 1.Better scheduling 2.Better program creation 3.Better WOD tracking and analysis
- 1.Email functionality could improve quite a bit.
- 1.They limit the amount of money you can charge a member so if someone wants to pay for a year upfront, you either need them to pay cash or check or break the payment up into quarterly payments. They say this is to avoid future charge backs from people disputing membership charges which I understand however some people want to pay a year in full on a credit card to take advantage of discounts and aren't able to unless they have that money in the bank.
- 1.Membership configurations 2.Restrictions 3.Codes for discounts

- 1.The reporting 2.Being more friendly with personal training
- 1.Speed 2.How the workouts are built (tag every movement) 3.Backend reporting 4.Retail (the ability to input cost of goods, print reorder lists) 5.Clean up the retail checkout process -too many steps
- 1.Credit card/transaction fees are crazy high (average \$380/mon) 2.Software monthly fee too high (average \$200/mon) 3.PT scheduler (NEED!) 4.Payroll: good intentions, but doesn't work with PT, 4/9, or anything other than regular classes 5.Notes section added. A place where coaches could write in stuff about the member that member can't see, but then it populates into a report for all coaches. Example: Jeff complained about knee so I had him foam roll during squats.
- 1.Personal training 2.Family billing 3.Better POS
- 1.Performance tracking is not granular enough 2.No support for PT client and trainer management 3.Business reporting is horrible, the data is there, but very hard to get
- 1.Mobile app is horrendous -ugly UI, slow, and zero admin access 2.Selling and scheduling through gym webpage is awful and confuses potential clients 3.Can I get freakin' spell check in the "Email athletes" feature PLEASE!
- 1.Goal setting/tracking software 2.Better customer service 3.1:1 PT scheduling
- 1.Ability to choose our own CC processing company. 2.Ability to handle PT clients: scheduling, billing, etc. 3.Faster servers during peak usage times. 4.Easier way to modify the class schedules and coaching coverage. 5.Mobile version for admins.
- 1.Simplified management reports with focused marketing or management perspective 2.Scheduling system for PT PROGRAMS (not actual classes) with Goal Tracking and Trainer notifications (for when a client completes a set goal) 3.Goal Tracking and Body composition tracking 4.Cheaper E-commerce rates (these are ridiculous) 5.Simple phone number to call when you have a problem or concern (NOT scheduled times which makes it easier for the provider and ridiculously harder for the affiliate)
- 1.Cheaper 2.More back end information available (although I don't know what I'd do with it quite yet but you all said we need this) 3.PT programs easier to charge for.
- 1.Improved back end functioning 2.More customizable platform 3.Make it a one stop shop.
- 1.Even though I like the sales portal for items in the box, I would change the wording of how you shop. Members are often confused how to purchase more than one item and I end up with missing inventory. 2.The system is down way too often. 3.Easier way to track and trend workouts, lifts and movements, how often they are used, etc.
- 1.Scheduling for PT 2.Smoothier working mobile app 3.Reliability from company 4.We're still waiting for new features that were supposed to be working over a year ago
- 1.No options for scheduling private training 2.SO expensive 3.Too much down time/ slow service
- 1.Better reliability, 2.Faster interface, 3.Built in WOD timer
- 1.It does not integrate with our non-WordPress website. It said it would, but we have not been able to. ever. (to publish WODS on our site etc.) 2.Cheaper 3.Does not do a good job of separating the different types of tax we have to collect (no simple reporting method)

- 1.PT Integration. 2.There are no options other than punch cards. 3.Goal sharing 4.Better reliability
- 1.Fewer accounting metrics than I'd like 2.Workout history could be more easily searchable/accessible to the athlete 3.Expensive
- 1.Robust scheduling system, like for PT sessions, intros, etc. 2.More meaningful and consistent back-end reports 3.The ability to track weights of movements used in a workout - for instance, if someone uses 65lb for a thruster in a normal WOD, there is no way to track that currently unless they put it into a separate "weightlifting" heading. 4.The ability to pull up athlete profiles on the fly, to see if someone has an injury or limitation to work around, that are created by a coach. For instance, if Susie is dealing with a hamstring injury from last week and we've chosen to modify certain movements while she rehabs, it'd be nice to have some sort of flag pop up so the coach knows automatically what is going on. This also cuts down on the frustration of the athlete to have to tell their story to each different coach they interact with - instead, it makes the coach more invested in each athlete, something that again adds to retention. 5.A merchant partner whose statements we could actually understand! And even though I have a box below to click the YES button if I could switch today, I want to reiterate as loudly as I can - if there was a better solution right now, I wouldn't hesitate longer than it took me to type NOW!
- 1.Still no PT set up 2.From the outside the architecture seems to cause issues. I shouldn't have to request a member coming to us from another Wodify gym be transferred. To me that points to other potential structural weaknesses. 3.Some instability. System went down for a couple of hours on a Friday...production software should NEVER be down for that long, if ever.
- 1.Ability to have the freedom to choose my own merchant service to process CC. 2.Single Card on file for families 3.Ability to share days with family accounts 4.Joint memberships for families 5.Ability to make changes to memberships without recreating a new membership 6.Ability to create more in depth reports through a filtering system. 7.Ability to end memberships on future dates but before actual end dates. This allows us to deactivate a member we have to pay for.
- 1.Ability to have multiple tracks of programming. 2.Ability to track Personal Training Clients 3.Improved and customizable Dashboard and reporting 4.Improved and customizable Auto-Responders and Automations 5.A tool for providing and tracking assessments, Before and after Pics 6.A decent Food Log
- 1.Inputting workouts is tedious and time consuming. 2.I wish it was less expensive. 3.I wish the back end reporting was better.
- 1.Better tracking for the life of an athlete (missing class, etc.)
- 1.Bug fixes in app and website. 2.Quicker and easier sign in. 3.Better system to track metcons and movements in metcons.
- 1.Clients should be able to schedule PT slots with us without a big hassle 2.More support and quicker problem solving - so far 4 of 5 "problems" we had we needed to solve ourselves because support was not able. 3.Overpromised, under-delivered: it's been almost a year that we have been promised a native iOS app, a GPS-targeted check-in and lots of other features!

	<ul style="list-style-type: none"> • 1.Expensive 2.Needs a way to schedule PT and add PT programming 3.Credit card merchants (optimal payments/netbanx) are totally jerks and unresponsive to problems and their bank end program is very user unfriendly...it took 2 professional accountants to figure and reconcile the statements from them. • 1.Merchant navigation 2.Some of the Point of sale features 3.Better connection speed • 1.Coaches 4/9 module, where we as owners plugged in their athletes they coached and It gives us projected pay. • 1.Cheaper 2.Better CC fees (for us to keep more money) 3.Better user experience to add in different workouts
WODTogether (WT)	<ul style="list-style-type: none"> • 1.Competition Scoring 2.They have a beta version that you use for part of the software and a 2.0 version for other sections. I can't wait till its all converted to 2.0 • 1.Referral tracking 2.Better private training tracking 3.Private programming for athletes • 1.Auto-email function - it would be nice if we could set up an auto email function where the system would automatically email athletes who have missed for a certain period of days 2.Shopping cart -can be a little more user friendly...less clicks to shop and process payments for non membership items • 1.Main site and mobile page are not very seamless 2.Layout is not very intuitive • 1.Update to new version is taking longer than anticipated. 2.Easier integration into website 3.Easier for athletes to shop/purchase through the system
Zen Planner (ZP)	<ul style="list-style-type: none"> • 1.Wish UI wasn't screwed up 2.Better mobile experience 3.Wod tracking is horrible • 1.Wish they had easier ways to set up PT options for clients to book online. 2.An easier learning curve. 3.Wish the online store was more user friendly. • 1.More Integration, especially Waivers/Signable Docs 2.Keep up with outside tech developments • 1.Wish posting WODS s would be easier 2.Posting results doesn't offer many options 3.There are minor error when counting monthly attendance on payment due dates • 1.Doesn't work well with members 2.Not as attractive as other software to members 3.Still not using it fully • 1.The interface is a little clunky 2.Backend is difficult to use on a mobile device. 3.All memberships are treated the same meaning all of the PAR Q and waivers are identical even though some of the memberships need slightly different slant. • 1.Can't change attendance availability on a per class basis. 2.Processing info for sales tax and income tax is not very good. 3.Whiteboard or performance tracking is an extra fee. 4.Tracking bank accounts, writing checks, and tracking business transactions is not very good. • 1.Wish ZP interfaced with BTWB so I can have robust athlete tracking data along with my client database. Wodify has something similar, but their athlete data is not as good as BTWB's and I am forced to use their TV screen system, which I don't want to have to rely on. A ZP/BTWB lovechild would be everything for me. • 1.More and better integration with workouts 2.Ability for members to enter and track their workouts. 3.Better tracking of email correspondence with members 4.Ability to enter WOD and have them feed to WordPress. • 1.More support for financial management (no real book keeping options) 2.Mobile "app" is just a mobile site and

so slow its useless

- 1.More data on an individualized platform 2.Better auto responder campaign 3.Better mobile app
- 1.Automation isn't always 100% if u are late at doing something manually 2.Tried the WOD tracker and was very time consuming to use 3.Reporting could be better
- 1.Workout tracking is not good 2.Back end reports are very difficult to create due to ZP default parameters 3.Retention tracking makes no sense with how it's set up 4.Retail inventory cannot be batch updated
- 1.Less money 2.Some functions are more work than needed....but manageable. 3.Lots of left over clutter it seems 4.More accounting reports
- 1.Appointment calendar and set-up 2.The look of the calendar on my site 3.Allowing me to stay signed in and provide a different user name then my email 4.Allow me to make appointments at any time and not just :00 and :30
- 1.WOD tracking is deficient 2.Better dashboard with all of the matrix that I choose.
- 1.Wod Tracking 2.Clearer billing 3.Easier to manage... there are so many options you can really get lost in it
- 1.Better reporting Better reporting Better reporting Better reporting Better reporting
- 1.Great wod tracker included 2.Easier to utilize from phone/app
- 1.More user friendly or far less complicated 2.Better training 3.Better tech support with live people 4.A quicker way to fill out a waiver for a drop in and take payment In regards whether I'd switch software if it was easy... I am going to answer yes but it would require someone to move in until and do everything until the process was complete because I do not have the time, staff or patient to through that horrendous ordeal anytime soon
- 1.Memberships often somehow duplicated. 2.Start dates and fee dates seem to arbitrarily change causing billing problems. 3.Generally, a tough system to manage. 4.Too many opportunities for loss of revenue due to reliability
- 1.Inputting the WOD/workout tracking is tedious and annoying. 2.The members like it; but I hate it and am trying to farm it out to one of our coaches.
- 1.Lack of innovation 2.Old design
- 1.More modern look. 2.Customer contact functions are pretty average. 3.Emails sent via ZP are not saved which can make it hard to track and refer back to info 4.Better workout tracking 5.ZP probably has the worst example of this I have ever seen, and it's a new feature!! So they have really dropped the ball here.
- 1.Faster
- 1.Online sign in for classes isn't ideal- hasn't really stuck with many people. 2.Check ins were very slow from the mobile back end site- coaches don't have time for that while on the floor. 3.There is an iPad kiosk app for check ins, but I don't know if we will use it
- 1.App for member access 2.Better work out tracking beyond the gym
- 1.It is not intuitive. 2.Hard for new people to learn. 3.Not easy for our clients to use it on their own.

If the process were easy and you could switch software providers today, would you?

Total: Yes: 79 No: 61

BoxHQ	Yes - 5 No - 3
Chalk Bucket Labs (CBL)	Yes - 1
Front Desk (FD)	Yes - 8 No - 10
MindBody (MB)	Yes - 9 No - 8
Push Press	No - 1 Didn't answer - 2
Rhino Fit	Yes - 1
Rock Gym Pro	Yes - 1
RxGymSoftware	No - 2
WodHopper	Yes - 1
Wodify	Yes - 32 No - 23 Didn't answer - 1
WODTogether (WT)	Yes - 2 No - 4
Zen Planner (ZP)	Yes - 20 No - 11